

"The Facility" refers to Paw Vivant and all it's associated staff and owner.

**Health and Well-being:**

- a. The Owner acknowledges that the dog(s) mentioned above are currently in good and stable health, free from any illness, injury, ticks, fleas parasites, or communicable diseases.
- b. The Facility will provide the necessary care, attention, and affection for the dog(s) during the agreed-upon period.
- c. Owner must provide proof of up-to-date vaccinations: Rabies, Distemper/Lepto/Parvo (DHLPP), Bordetella, Parainfluenza.

**Veterinary Care:**

- a. In the event of an emergency or if the dog(s) require(s) immediate medical attention, Facility will make every effort to contact the Owner using the provided contact information.
- b. If the Owner cannot be reached, the Facility has the right to transport and seek veterinary care at the Owner's expense at our preferred vet office and is authorized to make decisions regarding the dog's health and well-being. The Facility will provide instructed aftercare, once the dog is released from our care, we are not responsible for healing process. Please consult your vet for medical advice.
- c. The Owner agrees to reimburse the Facility for all agreed veterinary expenses incurred.
- d. Please contact your vet to inform them that your dog(s) will be staying with us on your service date(s) and communicate with them any or all special instructions.

**Safety and Security:**

- a. The Facility will take reasonable precautions to ensure the safety and security of the dog(s) while under our care.
- b. Dogs in heat are not allowed.
- c. Owner agrees to provide any necessary and true information or instructions related to the dog(s)' behavior, allergies, medications, or specific care requirements.
- d. Owner must disclose underlying health complications, prior injuries or conditions before drop-off.
- e. Dogs that show signs of aggression or unwanted behavior towards dogs at any time during service will be separated from group play.
- f. The Facility reserves the right to send home dogs for behavioral or health concerns.

**Release of Liability:**

- a. The Owner understands and acknowledges that the Facility, its owners, employees, agents will not be held legally responsible for any accidents, injuries, or damages that may occur to the dog(s) during the care period.
- b. The Owner agrees that they have read and acknowledged all policies, requirements, and procedures stated online.

c. The Owner releases the Facility and all entities from any liability arising from actions taken by the dog(s) while in our care.

**Senior Dog Waiver (dogs over 9 years):**

- a. The client acknowledges that elderly dogs are prone to health issues, and the Facility is not responsible for pre-existing conditions or any arising health concerns that come with age.
- b. The client grants permission for the Facility to make end-of-life decisions in consultation with a veterinarian and the owner, prioritizing the dog's well-being.
- c. The client releases the Facility from any liability related to the health of elderly dogs.
- d. All existing health issues, related and non-related to age must be communicated.

**Group Play & Risk Acknowledgement**

- a. Owner understands dogs in group play may sustain injuries (scratches, nicks, etc.) despite supervision.
- b. The Facility is not liable for injuries, illnesses (including kennel cough or parasites), or behavioral issues arising from group play, except in cases of gross negligence.
- c. Owner releases the Facility, staff, and affiliates from liability for such risks.
- d. Owner agrees to report any injuries sustained outside the Facility prior to drop-off so they may be documented.

**Personal Belongings**

- a. The Facility will provide necessary basic items such as but not limited to: bowls, beds, blankets, etc.
- b. The Facility is not responsible for lost or damaged belongings. Please keep valuables and irreplaceable belongings at home.
- c. Please keep oversized beds, elevated feeders, measuring cups, bowls (unless specific such as maze feeders) at home.

**Feeding and Medication**

- a. Owner is encouraged to bring their dog's regular food to avoid upset stomach
- b. The Facility offers premium meal plans, fed twice a day– feel free to inquire to learn more.
- c. The Facility will administer medications (no injections) as instructed. Medications must be in their original containers with labeled name, dosage and vet information.

**Fees and Payments:**

- a. The Owner agrees to pay the agreed-upon fee for services including incurred fees, medical expenses, etc.
- b. Additional expenses incurred during the sitting period (e.g., emergency veterinary care, extended stays, or supplies) will be communicated to the Owner for reimbursement.
- c. Owner agrees they have reviewed all payment policies as stated on our website(s) and have communicated any questions prior to service.

- d. Dog(s) will not be released until all outstanding balances are paid in full.
- e. Deposits and prepayments are not refundable but are transferrable into store credit. Store credit may be forfeited after 1 (one) year.

**Deposits and Cancellation:**

- a. Boarding and Daycare reservations require 50% deposit to secure the booking. The remaining balance is due at pick up. The deposit is to guarantee a spot for your dog during your dates because space is intentionally limited to maintain a calm and personalized environment.
- b. Cancellations - We understand that plans can change and we will do our best to remain flexible when possible.
  - i. Cancellations made 72 hrs+ before check-in may have the deposit transferred as credit for a future stay.
  - ii. Cancellations made within 72 hrs of check-in may result in forfeiture of the deposit.
  - iii. Same-day cancellations or no-shows will result in forfeiture of the deposit.
- c. Early Pickups - Early departures or shortened stays are not guaranteed refunds, as space was reserved for your dog's original stay dates.
- d. Repeated last minute cancellations may require prepayment of entire amount for future bookings.
- e. Reservations are subject to availability and approval. If we are unable to accommodate your request, any payment made will be refunded.

**Pick-up and Drop-off:**

- a. The Owner will pick up the dog(s) promptly at the agreed-upon date and time, unless otherwise communicated with Facility.
- b. If the Owner fails to pick up the dog(s) within three (3) days of the agreed-upon pick-up date, Facility has the right to contact the appropriate authorities or rehome the dog(s) responsibly.
- c. All pick-ups and drop-offs must be scheduled and during posted business hours, walk-ins are not allowed.

**Acceptance and Agreement:**

- a. By signing this Contract, the Owner acknowledges that they have read and understood the terms and conditions stated herein.
- b. The Owner confirms that the information provided about the dog(s) is accurate and up-to-date.
- c. This Contract is binding upon both parties, their heirs, successors, and assigns.

**Please review all policies and procedures on [pawvivant.com](http://pawvivant.com)**